

COMMONWEALTH OF VIRGINIA PROJECT POST-IMPLEMENTATION SURVEY

GENERAL INFORMATION

Project Name: _____	Date: _____
Your Name: _____	Your Performing Organization: _____
Your Role on the Project: _____	Dates of Your Involvement: _____

Questions	Rating (1-3)	Comments (What worked well? What could have been done better? What recommendations do you have for future projects?)
PRODUCT EFFECTIVENESS		
How well does the product or service of the project meet the stated needs of the Performing Organization?		
How well does the product or service of the project meet your needs?		
When initially implemented, how well did the product or service of the project meet the stated needs of the Performing Organization?		
To what extent were the objectives and goals outlined in the Business Case met?		
What is your overall assessment of the outcome of this project?		
CSSQ MANAGEMENT		
How well did the scope of the project match what was defined in the Project Proposal?		
How satisfied are you with your involvement in the development and/or review of the Project Scope during Project Initiation and Planning?		
Was the Change Control process properly invoked to manage changes to Cost, Scope, Schedule, or Quality?		
Were changes to Cost, Scope, Schedule, or Quality, effectively managed?		
Was the established change budget adequate?		
As project performance validated or challenged estimates, were the estimates effectively revised and the current and future tasks re-scheduled?		
How closely does the initial Project Schedule compare with the actual schedule?		
How did the estimated Project Budget compare with the total actual expenditure?		
How effectively was the Quality Management Plan		

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applied during Project Execution?		
How effective was the quality assurance process?		
How effective were project audits?		
How effective was the utilization of Best Practices from prior projects in the Performing Organization?		
RISK MANAGEMENT		
How well were team members involved in the risk identification and mitigation planning process?		
To what extent was the evolution of risks communicated?		
How accurate were the risk probabilities on the Risk Management Worksheet?		
How effectively was the Risk Management Worksheet updated or reviewed?		
How comprehensive was the Risk Management Worksheet? (i.e. did events occur that were never identified?)		
COMMUNICATIONS MANAGEMENT		
How effective were the informational materials available to orient team members?		
How satisfied were you with the kick-off meetings you participated in?		
How effectively were the project team meetings conducted?		
How effectively and timely were Progress Reports provided (by Team Members to the Project Manager and from the Project Manager back to the Team Members)?		
How effectively were stakeholders involved in the project?		
Was communication with stakeholders adequate?		
How well were your expectations met regarding the frequency and content of information conveyed to you by the Project Manager?		
How well was project status communicated throughout your involvement in the project?		
How well were project issues communicated throughout your involvement in the project?		
How well did the Project Manager respond to your questions or comments related to the project?		
How useful was the format and content of the Project Status Report to you?		
How useful and complete was the project repository?		

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ACCEPTANCE MANAGEMENT		
How effective was the acceptance management process?		
How well prepared were you to receive project deliverables?		
How well defined was the acceptance criteria for project deliverables?		
Was sufficient time allocated to review project deliverables?		
How closely did deliverables match what was defined within Project Scope?		
How complete / effective were the materials you were provided in order to make a decision to proceed from one project lifecycle phase to the next. If materials were lacking, please elaborate.		
ORGANIZATIONAL CHANGE MANAGEMENT		
How effectively and timely was the organizational change impact identified and planned for?		
How pro-active was the organizational change management plan?		
Was sufficient advance training conducted / information provided to enable those affected by the changes to adjust to and accommodate them?		
Overall, how effective were the efforts to prepare you and your organization for the impact of the product or service of the project?		
How effective were the techniques used to prepare you and your organization for the impact of the changes brought about by the product or service of the project?		
ISSUES MANAGEMENT		
How effectively were issues managed on the project?		
How effectively were issues resolved before escalation was necessary?		
If issue escalation was required, how effectively were issues resolved?		
How effectively were issues able to be resolved without impacting the Project Schedule or Budget?		
PRODUCT IMPLEMENTATION & SUPPORT		
How effective was the documentation that you received with the project product/service?		
How effective was the training you received in		

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preparation for the use of the product/service?		
How useful was the content of the training you received in preparation for the use of the product/service?		
How timely was the training you received in preparation for the use of the product/service?		
How effective was the support you received during implementation of the product/service?		
PERFORMANCE OF THE PERFORMING ORGANIZATION		
How effectively and consistently was sponsorship for the project conveyed?		
How smooth was the transition of support from the project team to the Performing Organization?		
Was there a qualitative difference in the level of support provided by the project team during implementation and by the Performing Organization after transition?		
Did the Project Team adequately plan for and prepare the Performing Organization for its ongoing responsibilities for the product or service of the project?		
PERFORMANCE OF THE PROJECT TEAM		
Overall, how effective was the performance of the Project Manager?		
How well did the Project Team understand the expectations of their specific roles and responsibilities?		
How well were your expectations met regarding the extent of your involvement in the project (effort time commitments etc.)?		
How effective was each Project Team member in fulfilling his/her role?		
How effective was team member training?		

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General Questions

Question	Response
What were the most significant issues on this project?	
What were the lessons learned on this project?	
What on the project worked well and was effective in the delivery of the product?	
What other questions should we have asked? What other information would you like to provide to us about this project?	